

## LSBP STUDENT AND REGISTRY SERVICES

### Appendix 18: LSBP STUDENT ACADEMIC COMPLAINTS PROCEDURE APPLICATION FORM 25 May 2020

Please ensure you have read 'LSBP Academic Complaints and Academic Appeals Procedure' before completing this form. It can be found in Appendix 17 in the Student Handbook

A decision to proceed with a formal complaint will be made solely on the information you set out. It is therefore imperative that your submission is written in as clear and succinct a manner as possible, focusing on the key issues. You should substantiate your complaint by referring to specific events and providing documentary evidence where possible.

Please be aware that you are submitting academic complaint. For any non-academic complaint please see section K in the Student Handbook

#### 1. Your Details

Student Number	
Family Name	
First Name	
The name of your Diploma Course	
The year you are	
Email address	
Address for written correspondence	
Phone number	

#### 2. The Grounds of Your Complaint

Please indicate which of the areas you feel your complaint relates to. These are set out fully in **section 3 paragraph 29 of the procedure 'LSBP Academic Complaints and Academic Appeals'**. You can select more than one. **For non-academic complaints you do not need to complete this section**

of the form. Please see information in section K in the SHB

29.1	Alleged deficiency in teaching/supervision received for some or all parts of the programme	
Alleged unsatisfactory delivery/administration of a programme of study, insofar as:		
29.2 (a)	Published information about the programme was substantively misleading	
29.2 (b)	The programme was not organised or delivered in accordance with the information and documentation provided to students on the programme	
The result of assessment (including alleged bias in the assessment or a decision not to permit transfer from one year to the following one or one milestone to the next one) , insofar as:		
29.3 (a)	Either the assessment and/or classification process was not conducted in accordance with the relevant regulations/procedures	
29.3 (b)	The assessor could not reasonably have been made formally aware of special circumstances (e.g. illness) notified by the candidate which significantly affected her/his performance in the examination	
29.3 (c)	There is substantive evidence that one or more of the assessors can be shown to have been biased or prejudiced against the candidate in one or more specific examinations	
A decision not to readmit a student to LSBP or to allow a student to continue on a programme of study on the grounds of unsatisfactory academic performance, insofar as:		
29.4 (a) i	The examination has not been conducted in accordance with the relevant regulations/procedures	
29.4 (a) ii	The examiners could not reasonably have been made formally aware of special circumstances (e.g. illness) notified by the candidate, which significantly affected her/his performance in the examination	
29.4 (a) iii	There is substantive evidence that one or more of the assessors can be shown to have been biased or prejudiced against the candidate in one or more specific examinations	
29.4 (b)	There is evidence that performance for part or all of the programme was significantly affected by special circumstances (such as illness), which has not already been considered.	

### 3. Informal Resolution

As stated in LSBP Student Complaints Procedure a student should always attempt to resolve the matter informally before submitting a formal complaint. Please include details of the steps you have taken to do this, who you have spoken with and why you feel the outcome has been unsatisfactory.

**4. LSBP Student Mediator**

Have you made contact with the LSBP Student Mediator? Yes  No

**5. Your Complaint**

Please outline the nature of your complaint. Please continue on a separate sheet where necessary.

**6. The Outcome**

If your complaint is upheld, what action would you like to be taken?

**7. Supporting Documentation**

You must provide documentation supporting your complaint. Please indicate below which items you have included. **Items a. b. and c are mandatory for academic complaints.** Your form will **not** be accepted without these pieces of supporting documentation.

	a. A copy of the relevant Programme Students Handbook* (For the relevant Programme and the academic year concerned or milestone)
	b. A copy of the relevant LSBP regulations or published materials that you think are relevant to your academic complaint.*
	c. A chronology listing in date order all letters, emails, phone calls and meetings that are relevant to your academic complaint.*
	d. All relevant documentation that refers to the grounds of your academic complaint*
	e. A signed statement from any third party who can provide evidence relevant to your academic complaint.
	f. Copies of any other documents or information you feel should be considered in support of your complaint. Where possible this should be numbered and referenced to reflect the chronology listing referred to at c. above.

**8. Declaration**

I would like LSBP to consider my academic complaint and declare that the facts stated in this application are true. I understand that:

- You will need to handle personal details about me which may include sensitive information (for example, relating to my health) in order to deal with my complaint effectively.
- You may need to exchange information about my complaint with other persons within LSBP and external organisations and persons independent to LSBP who are approved by LSBP Training board and LSBP Directors.
- LSBP is the data processor and will process my personal data in accordance with the Data Protection Act or (from 25 May 2018) with the General Data Protection Regulation.
- If LSBP wishes to transfer personal data to a data processor not listed on the form, LSBP will need to seek separate consent for this.
- External transfer of personal data will be undertaken through approved security arrangements such as LSBP’s secure Dropbox and/or sent only to the intended addressee.
- I understand that LSBP may retain data relating to my complaint for a specified term in accordance with LSBP’s Records Retention Schedule.

SIGNATURE/NAME ..... DATE .....

**9. The Process**

Please send your completed form along with supporting documentation to [training@lsbp.org.uk](mailto:training@lsbp.org.uk) If you would like to submit a paper form please return it to: Training Co-ordinator in the LSBP office in East Finchley Library (EFL), 226 High Rd, East Finchley, London N2 9BB

Please keep a copy of your completed form and any documents you send. It may not be possible to return the original documents.

Where possible all correspondence will be via email. Please ensure you keep us updated on any changes to your contact details.

Your complaint will be acknowledged on receipt by email and then assessed to ensure it fits within the scope of LSBP Student Complaints and Appeals Procedure. You will be advised on this and what happens next within ten days of the Casework Team receiving your form.

If you have any queries please contact the Casework Team via [training@lsbp.org.uk](mailto:training@lsbp.org.uk).